

REGIONAL ANIMAL SERVICES OF KING COUNTY

VOLUNTEER POLICIES & PROCEDURES

- **BE RELIABLE & DEPENDABLE**
- **BE CONSCIENTIOUS & DO THE WORK WELL**
- **ADHERE TO RULES**
- **BE FLEXIBLE & SOLUTIONS-ORIENTED**

TIME COMMITMENT & ATTENDANCE

Volunteers are asked to make a commitment to volunteer for a minimum of 50 hours within a consecutive six-month period of time after receiving advanced training—roughly about two hours a week.

You will be asked to commit to a particular weekly shift and/or schedule in the program you are joining.

ABSENCE NOTIFICATION

In the case of absence due to vacation, illness or any other reason, please contact the relevant volunteer lead director, scheduler or relevant staff person with as much advance notice as possible.

When Early Morning Dog Crew volunteers cannot provide at least a week's notice of an absence, they are required to try to find a fill-in volunteer from the "on call possibilities" list provided. We will move to a similar system for Early Morning Cat Crew too.

If you are sick or injured, provide notification as soon as possible—prior to the shift if at all possible.

If a volunteer does not show up for three shifts in a row without advance notice, the volunteer will be considered to have abandoned their position and will likely be dismissed.

If a volunteer is a "no show/ no notification" two times within a six-month period, the volunteer may face discipline including possible dismissal depending on a range of factors.

SIGN IN

All hours worked must be recorded on the sign-in sheet or on VicTouch located at the Volunteer Sign In area. If you will be volunteering at off-site locations, there will be sign in sheets available at each event or location.

DRESS CODE

It's important that the staff and public know you are a volunteer, so you are required to wear a volunteer t-shirt (or vest) and an official volunteer identification badge on all shifts.

Closed toe, rubber sole shoes are required when volunteering (no flip flops, no sandals, no high heels). A volunteer without the proper footwear will be sent home immediately. Long pants are recommended when working with the animals.

T-SHIRTS

In most instances you will be provided a t-shirt on your second working shift. The t-shirt is given to you in exchange for your promise and follow-through to volunteer at least 50 hours within six consecutive months. If you break your volunteer service far in advance of having contributed 50 hours, you agree to return the shirt (clean) to RASKC (or at the partner store) shortly after your last shift.

COMPANION ANIMALS AND GUESTS

Volunteers cannot bring their own companion animals with them during their volunteer shift. Volunteers are not allowed to have any pets waiting in their cars during trainings or any volunteer shift during the summer or on any hot day.

Volunteers are not allowed to bring guests, animal or human, with them while they are volunteering unless the guest is also a RASKC volunteer who has been specifically trained for that work.

OFF-LIMITS AREAS

Volunteers are not to enter areas where they are not authorized to be including, but not limited to: all space that is designated as “staff only,” areas where stray-hold animals are located, the isolation wards, behind the front counter, the load/unload bay, the Vet Clinic (except Vet Clinic volunteers) and personal offices.

Volunteers are not allowed to park behind the RASKC buildings.

If a volunteer is found entering an off-limits area, the volunteer will be reminded of the importance in complying with this policy. Repeated failure to comply may result in discipline and perhaps dismissal.

NONDISCRIMINATION AND ANTI-HARASSMENT POLICY

It is the policy of King County to provide a workplace that is free from discrimination and harassment. King County promotes equal opportunity and equitable treatment. Any type of harassment, disrespectful communication, or discrimination based on a person's race, color, age, sex, marital status, sexual orientation, gender identity, religion, ancestry, national origin, disability and/or veteran status will not be tolerated. Zero tolerance!

It is very important to engage in respectful communication.

Please report to the Volunteer Program Manager all incidents of discrimination, harassment, retaliation, and/or disrespectful communication. Violations of this section may result in discipline including dismissal.

HANDLING RASKC ANIMALS

For the safety of the staff, volunteers and animals, volunteers are not allowed to handle or walk any animal that has not been health and temperament tested. Volunteers are authorized to handle only the animals that they have received specific RASKC training for.

REMOVAL OF RASKC ANIMALS FROM THE SHELTER & PARTNER STORES & EVENTS

Volunteers are not to remove an animal from the shelter, an adoption event, or a partner store unless they have specific authorization from an Animal Control Officer or Shelter Sergeant. Exceptions to this policy are: temperament-tested dogs going for a walk near RASKC by a successfully trained volunteer for this purpose and foster animals going into foster. Removal of an animal from the shelter, an adoption event, or partner store by a volunteer, without specific permission from an Animal Control Officer or Shelter Sergeant, may be cause for volunteer discipline including dismissal.

DRUG POLICY

King County is committed to maintaining a drug-free workplace to promote both the quality of its services and the safety of the animals, its employees, volunteers, customers and the public. The County has a chemical dependence and impairment policy that strictly prohibits the use of, or reporting to work under the influence of, drugs, including alcohol. Any suspected incidence of use shall be reported. Volunteers must also appear to be “clean and sober” while volunteering. Violations of this policy will not be tolerated and may result in disciplinary action up to and including dismissal.

WORKPLACE VIOLENCE

Violence, threats, harassment, intimidation, and other disruptive behavior in our workplace perpetrated by strangers, customers, co-workers, family, friends, or others doing business for or with King County will not be tolerated. Any incident of threat or acts of physical violence witnessed shall be reported. If you have a restraining order against anyone, provide all relevant information to the Volunteer Program Manager.

WEAPONS

RASKC employees and volunteers interact daily with the public. Accordingly, each volunteer is expected to avoid any potentially volatile situation or confrontation. Volunteers are to contact the appropriate authority for assistance when necessary. It is the Division's policy that the use, threatened use, or possession of a weapon by a Division employee or volunteer while in the performance of his/her official duties or while on County property **is strictly prohibited**, except this provision shall not apply to persons carrying pepper spray in a

personal handbag for personal protection while commuting to and from work. Violations will not be tolerated and may result in disciplinary action up to and including dismissal.

CONFIDENTIALITY

Volunteers may be entrusted with sensitive and confidential information while volunteering that is to be regarded as confidential. For example, information relating to RASKC employees, volunteers, customers, donors, field personnel, investigations and internal records with information nondisclosable by Washington state public disclosure law, is to be kept confidential. Volunteers are asked not to disclose or make any private use of such confidential information during their volunteer time at RASKC. Doing so may result in discipline including dismissal.

CORRECTIVE ACTION & DISCIPLINE

Some violations of policy and procedure and/or these guidelines may result in counseling or discipline in an effort to achieve acceptable compliance (minor violations could include occasional tardiness, occasional absences, etc.). Serious violations (animal abuse or neglect; abusive, threatening, harassing behavior to staff or customers; possession of drugs or weapons; disclosure of confidential information, etc.) will not be tolerated and may result discipline including dismissal.

VOLUNTEER DISMISSAL

RASKC reserves the right to terminate a volunteer's service if, at RASKC's discretion, it is in the best interest of the organization and/or the volunteer. Possible grounds for termination include, but are not limited to: gross misconduct or insubordination; being under the influence of drugs or alcohol; theft of property or misuse of RASKC's equipment or materials; abuse or mistreatment of animals, staff or other volunteers; failure to adhere to the organization's policies and procedures; repeated entry into areas identified as "staff only;" failure to take direction from staff; failure to satisfactorily perform assigned duties; and behavior which is deemed detrimental to Regional Animal Services of King County.

REPORTING PROCEDURES

If you are having a problem in the program in which you are working, please speak to the Shelter Sergeant or the Volunteer Program Manager. Problems can usually be resolved and any suggestions for improvement you may have are welcomed.

RESIGNATION PROCEDURES

Upon leaving the program for whatever reason, please contact the scheduler and the Volunteer Program Manager with as much notice as possible, preferably at least two weeks' notice. We want to personally thank you for your time, skills and commitment. We do not want you to leave because of any unresolved conflict we may address.

I _____, acknowledge that I have read, understand and agree to comply with the Volunteer Policies and Procedures for Regional Animal Services of King County. I also understand that my failure to comply with any or all of the Volunteer Policies and Procedures may lead to my dismissal from the volunteer program with Regional Animal Services of King County.

Signature of Adult Volunteer and/or Signature of Parent/ Legal Guardian of a youth volunteer _____
date

If you are volunteering,

Your birthday month _____ **If your child is volunteering, their birthday month:** _____

Children must be at least 10 years old to volunteer. All children under 16 years old must be accompanied by a parent or parent-designated adult guardian, whose paperwork has been submitted to RASKC. Parents/ guardians must successfully complete all relevant trainings prior to accompanying the child on volunteer shifts.

If your child is volunteering, their name: _____ **Your child's name:** _____

Demographics

Gender Identity: Male Female Other (Please explain): _____

Race/ Ethnicity: Please circle all that apply

African/ American Black

American Indian/ Alaska Native

Asian or Asian American

Arab American

Native Hawai'ian or other Pacific Islander

Latina/o or Hispanic

White/ Caucasian

Other race/ ethnicity (Please explain): _____

Other Diverse Identities Please circle all that apply

Immigrant or First Generation American (parents are/ were immigrants to U.S.)

LGBTQ

Age 55 or over

Disabled: (Please explain): _____

Other: Please explain how your background, heritage, or community identifications might contribute to RASKC diversity in other ways.

Philosophy of the RASKC Volunteer Program

1. To provide volunteers training and meaningful opportunities to...

- a. To help take care of our animals and assist in the adoption process;
- b. To advise shelter management how we can be provide better animal care, how we can be more effective or cost efficient ,or how we can help reach county Equity & Social Justice goals, on recommended improvements to improve the volunteer experience, or to give input on other "big picture" issues

2. To ensure that volunteers are providing significant "value added."

- The volunteers' job ultimately is to serve the interests of RASKC and the animals, as defined by RASKC management, and also to assist the Animal Control Officers, sergeants, Foster Care Coordinator, Vet Clinic, and administrative staff.
- Occasionally there are some volunteers who are too demanding, too needy, or too unskilled, or too difficult in other legally unprotected ways, who do not bring sufficient value in light of the challenges they present. In those situations where the volunteers' do not bring significant "value added," then their offer to continue to volunteer here will be respectfully declined.

3. To develop a sense of community among volunteers and between volunteers and staff.